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Car Care Plan and Unipart directors take on steering role at Motor Codes

Motor Codes has appointed two new non-executive directors to help further strengthen the organisation's offering to MOT, service and repair centres and warranty product providers. Tim Heavisides, group CEO of Car Care Plan and Provident Insurance, and Wendy Williamson, marketing director at Unipart, will provide guidance, strategic overview and expertise in vehicle warranties and the independent garage sector.

The two new non-executive directors join existing Motor Codes board members Alec Murray (former chairman of RMI), Paul Willcox (MD of Nissan GB) and Terry Barcham (MD of Snap-on Tools).

"I firmly believe in the aims of Motor Codes and am keen to support the effort to raise customer service standards across the industry," said Wendy Williamson. "The service and repair sector has had a bad name for long enough, and I believe that Motor Codes can turn around an unfair reputation."

Tim Heavisides said, "The success of Motor Codes is proven by the long-standing New Car Code, which covers 99% of all new cars sold. I'm committed to playing my part in making the Service and Repair Code every bit as successful. Delivering maximum customer satisfaction and support is what these Codes are all about, and their success will be hugely beneficial for customer confidence and the reputation of the industry."

Car Care Plan is a long-standing supporter of regulation for the warranty sector, having subscribed to the Vehicle Warranty Products Code and its predecessor since 1995. Unipart has committed to have all 600 of its Car Care Centres signed up to Motor Codes by summer 2010.

"The appointment of our two new non-executive directors, both from industry-leading companies, marks another important chapter in the development of Motor Codes," said Chris Mason, Motor Codes director. "We have big plans for the future and 2010 is set to be a pivotal year as we aim to increase significantly the number of independent garages subscribing in addition to further consolidating the significant uptake by franchised dealers."

Garages can subscribe to the Service and Repair Code for just £75 at www.motorindustrycodes.co.uk. Some of the benefits that subscription entitles garages



to include a wealth of free marketing materials, independent arbitration in the event of a customer complaint and a listing on the search function of the Motor Codes website which is used by over 300,000 people annually.

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Notes to editors:

The Motor Industry Code of Practice for Service and Repair safeguards consumer interests by helping them identify responsible garages and encourages the sector to raise and maintain a high standard of customer service. More than 5,500 garages in the UK have already subscribed to the Code which is currently progressing through the Office of Fair Trading (OFT) Consumer Codes Approval Scheme. It has completed the first stage of the OFT's code approval process.

Developed and launched in response to consumer concerns over pricing, quality of work and customer service, the Code commits subscribing garages to:

- honest and fair services
- open and transparent pricing
- completing work as agreed
- invoices that match quoted prices
- competent and conscientious staff
- a straightforward, swift complaints procedure

And offers motorists:

- a free consumer advice line (0800 692 0825)
- an online search facility allowing consumers to locate their nearest subscribing garage
- free conciliation and low cost, legally binding arbitration

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